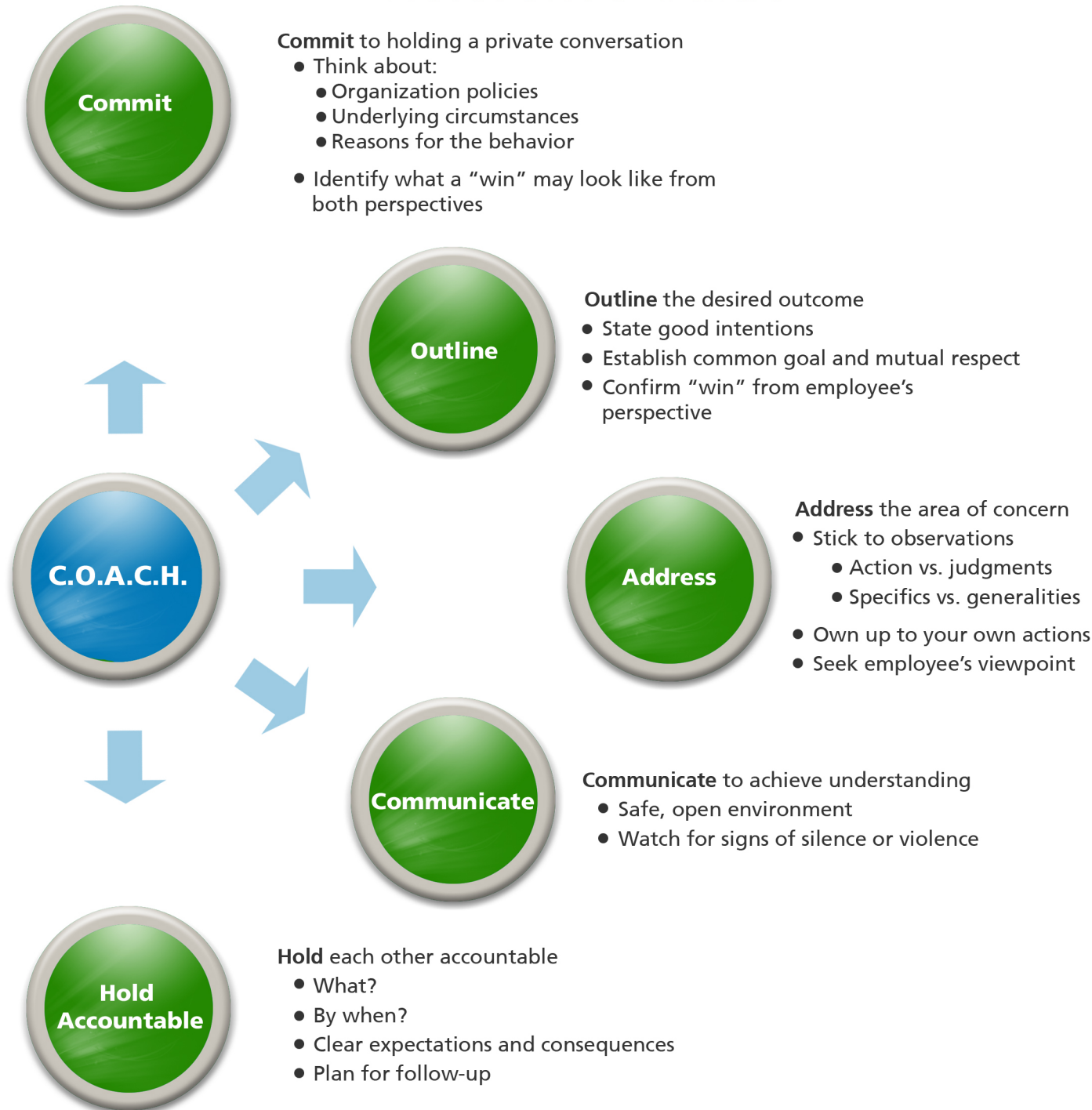


# C.O.A.C.H. for Success Reference Guide



## Effective Coaching Strategies

- Contrast to Establish Clarity
- Build on Areas of Agreement
- Take Responsibility for Your Emotions
- Reflect Body Language Communication
- Avoid “Should-ing”
- Feedforward
- Convey Understanding
- Address Hyperbole
- Fill in the Blanks
- Prime the Conversation

# C.O.A.C.H. for Success

## Reference Guide

### Effective Coaching Communication Strategies

*"I appreciate you working hard and I'm not trying to criticize your work. I simply want to ensure we have all the information before we go any farther."*

*Contrast to Establish Clarity*

*"We both agree on what we need to move forward. What are some other approaches to meeting this need that might work for both of us?"*

*Build on Areas of Agreement*

*"Let's put aside the fact that I'm upset. It's not that important. What's more important is that this development puts us several weeks behind."*

*Take Responsibility for Your Emotions*

*"I know you said there's nothing wrong, but it seems that something may be bothering you. You appear tense and distracted. How can I help?"*

*Reflect Body Language Communication*

*"That didn't work. What do you think you could do differently in the future?"*

*Avoid "Should-ing"*

*"What can we do from this point forward to make things more productive?"*

*Feedforward*

*"I bet you feel that nobody understands what it's like to come to work every day only to be bombarded by project deadline after project deadline. Isn't that right?"*

*Convey Understanding*

*"Is that something you really believe?"*

*Address Hyperbole*

*"You're thinking of leaving the team because\_\_\_\_\_"*

*Fill in the Blanks*

*"Are you thinking that I'm asking you to take on this project because we disagreed on the survey results last month?"*

*Prime the Conversation*